Please cite as: EUAA, 'Reception of vulnerable persons: identification of vulnerability and provision of initial support (Block A)' in *Training Catalogue*, أغسطس 2022.

Reception of vulnerable persons: identification of vulnerability and provision of initial support (Block A)

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Key information

> **This new pact-aligned version is available for translation**



Target group

Reception officers



EQF/MQF level

Level 5

Version

Version 3 (2026)

Entry requirements

Full qualification at EQF Level 4 or equivalent AND proficiency in English

Prerequisites

Successfully passed Introduction to reception & Introduction to vulnerability and special needs OR at least 3 months of work experience in asylum and/or reception

Assessment

Case-based assessment

Languages

English, Albanian, Serbian, Macedonian, Spanish, Latvian, Slovak, Italian & French (version 3)

The older version, which is not available for translation, is available is these languages:

Greek, Czech, German, Lithuanian (version 1)

Learning outcomes & description

DESCRIPTION

This module aims to provide learners with knowledge and skills to recognise indicators of vulnerability in reception settings, report on them objectively and initiate support for the applicants with specific or special reception needs by allocating appropriate accommodation, by meeting information needs of vulnerable applicants and by providing the support in situations of distress.

It covers key themes related to recognising vulnerability in reception contexts and addressing special reception needs. Learners learn to explore vulnerability indicators, biases, resilience, and initial support strategies like Psychological First Aid (PFA) and facility allocation. They also practice drafting objective reports and adapting information provision to the specific vulnerability.

LEARNING OUTCOMES

At the end of this module, the learner will be able to:

Knowledge

1. **Describe observation techniques to identify asylum applicants with potential specific or special needs in reception context.**

2. **Describe procedures in relation to accommodation, information provision and reduction of distress to support asylum applicants with specific or special reception needs.**

Skills

3. **Apply observation techniques and reporting to identify asylum applicants with potential specific or special needs in reception context.**

4. **Initiate procedures in relation to accommodation, information provision and reduction of distress to support asylum applicants with specific or special reception needs.**

Competences

5. **Carry out tasks related to initiating procedures in relation to accommodation, information provision and reduction of distress to support asylum applicants with specific or special reception needs.**

DELIVERY METHOD

This module is delivered through a blended learning approach, combining online studies and face-to-face sessions.

The online component focuses on learning activities to support progress and self-assessment, and face-to-face sessions focus on complex topics requiring discussion and practice.

ASSESSMENT STRATEGY

The assessment strategy is based on one assessment conducted at the end of the module.

The assessment is based on an evolving scenario presented in a video and consists of three parts. It is designed to assess learners' knowledge and skills in relation to the learning outcomes of the module.

Accredited module details

Accredited module details

Duration	**25 hours online learning (self-paced) and 2 days face-to-face**
Number of ECTS	**2**
Language	**English**
Assessment	**2 hours**

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